

Call Center Operations Monthly Trend Report

April 2017
Workforce Management



Monthly Trend Report

Riverside Regional Call Center Skills At A Glance

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-17	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical	District #87	Service Level <i>(Target is 80%, Service level is the percentage of calls answered within 30 seconds)</i>	99%	98%	97%	93%	98%	98%	97%	94%	94%	96%	96%	99%	97%
Medical		Calls Offered <i>(The number of calls where the caller selected to speak to a T-Agent)</i>	141	130	158	138	146	121	179	204	306	131	122	93	156
Medical		Calls Handled <i>(The number of calls that were answered by an Agent)</i>	141	130	157	132	145	120	177	195	300	128	119	92	153
Medical		Calls Abandoned <i>(The number of calls where caller selected to speak to an agent and caller disconnected prior to being connected to an agent)</i>	0	0	1	6	1	1	2	9	6	1	3	1	3
Medical		Call Abandon Rate <i>(The percentage of offered calls that were abandoned prior to speaking to an agent.)</i>	0%	0%	1%	4%	1%	1%	1%	4%	2%	1%	2%	1%	2%
Medical		Call ASA (Average Speed of Answer) (h:mm:ss) <i>(Target less than 30 seconds, How long it took to answer the call.)</i>	0:00:04	0:00:07	0:00:05	0:00:25	0:00:04	0:00:08	0:00:05	0:00:09	0:00:10	0:00:09	0:00:15	0:00:03	0:00:09
Medical		Call AHT (Average Handling Time) (h:mm:ss) <i>Handle time is the combination of conversation time, hold time and after call work. AHT is the average for all calls handled during the report period)</i>	0:50:17	0:53:16	0:47:57	0:52:07	0:54:17	1:00:59	0:59:20	0:56:18	0:58:14	0:57:18	0:52:17	1:01:26	0:55:19
Medical		Average Talk (h:mm:ss) <i>(The average amount of call handle time that is spent engaged with the caller)</i>	0:25:40	0:25:16	0:23:15	0:23:06	0:24:27	0:28:19	0:30:00	0:28:14	0:28:19	0:27:11	0:26:31	0:27:37	0:26:30
Medical		Average Wrap (h:mm:ss) <i>(The average amount of call handle time that is spent working on a call, after the call has been disconnected)</i>	0:19:27	0:22:00	0:19:18	0:20:51	0:19:33	0:21:54	0:20:54	0:20:39	0:21:41	0:22:27	0:19:19	0:23:11	0:20:56
Medical		Total MC Telephone Agents Available for Calls - ETII's	15	15	15	15	16	16	16	15	14	29	29	29	19
Medical		Total MC Telephone Agents Available for Calls - ETI's	1	3	3	3	0	0	0	0	0	0	0	0	1
Medical		Total MC Telephone Agents - Out of the Office	0	0	0	0	0	0	0	0	0	1	1	1	0
Medical	Staffing	Total Telephone Agents Designated for RRCC Calls <i>(Average number of Agents for the month)</i>	6	5	5	5	6	5	4	5	5	4	4	4	5
Medical		800# Calls <i>(800# disconnected as of 11/30/2016)</i>	87	257	210	239	194	158	168						188
Medical		MAGI Referral Linked <i>(Discontinued Reporting 12/2016)</i>	18	23	12	15	12	11	8	12					14
Medical		Out of County MAGI Referrals Completed <i>(Discontinued Reporting 08/2016)</i>	2	29	6										12
Medical		# of One and Done's Completed <i>(Discontinued Reporting 12/2016)</i>	19	30	33	35	33	24	54	49					35

Monthly Trend Report

Riverside Regional Call Center Skills

Program Category		Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical	Staffing	Total Call Center Telephone Agents Designated for RRCC Skills (Average number of Agents for the month)	6	5	5	5	6	5	4	5	5	4	4	4	5
Medical	Call Volume	Calls Offered (The number of calls where the caller selected to speak to a T-Agent)	141	130	158	138	146	121	179	204	306	131	122	93	156
Medical	Call Volume	Calls Handled (The number of calls that were answered by an Agent)	141	130	157	132	145	120	177	195	300	128	119	92	153
Medical	Call Volume	Calls Abandoned (The number of calls where caller selected to speak to an agent and caller disconnected prior to being connected to an agent)	0	0	1	6	1	1	2	9	6	1	3	1	3
Medical	Call Volume	Call Abandon Rate (The percentage of offered calls that were abandoned prior to speaking to an agent.)	0%	0%	1%	4%	1%	1%	1%	4%	2%	1%	2%	1%	2%
Medical	Call Volume	Average Speed of Answer (ASA) (h:mm:ss) (Target less than 30 seconds, How long it took to answer the call)	0:00:04	0:00:07	0:00:05	0:00:25	0:00:04	0:00:08	0:00:05	0:00:09	0:00:10	0:00:09	0:00:15	0:00:03	0:00:09
Medical	Call Volume	Call AHT (Average Handling Time) (h:mm:ss) (Handle time is the combination of conversation time, hold time and after call work. AHT is the average for all calls handled during the report period)	0:50:17	0:53:16	0:47:57	0:52:07	0:54:17	1:00:59	0:59:20	0:56:18	0:58:14	0:57:18	0:52:17	1:01:26	0:55:19
Medical	Call Volume	Average Talk (h:mm:ss) (The average amount of call handle time that is spent engaged with the caller)	0:25:40	0:25:16	0:23:15	0:23:06	0:24:27	0:28:19	0:30:00	0:28:14	0:28:19	0:27:11	0:26:31	0:27:37	0:26:30
Medical	Call Volume	Average Wrap (h:mm:ss) (The average amount of call handle time that is spent working on a call, after the call has been disconnected)	0:19:27	0:22:00	0:19:18	0:20:51	0:19:33	0:21:54	0:20:54	0:20:39	0:21:41	0:22:27	0:19:19	0:23:11	0:20:56
Medical	Call Volume	800# Calls (800# disconnected as of 11/30/2016)	87	257	210	239	194	158	168						188
Medical	Call Log / Call Type	Add Person	2	7	2	4	8	2	5	4	11	3	9	5	5
Medical	Call Log / Call Type	Add Program	2	0	14	3	0	0	1	4	4	0	6	1	3
Medical	Call Log / Call Type	Address Change	0	0	0	1	1	0	0	0	0	0	3	1	1
Medical	Call Log / Call Type	Appointment/Activity	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	Call Log / Call Type	BIC/EBT	0	0	1	0	1	0	1	1	0	1	1	0	1
Medical	Call Log / Call Type	Benefits Question	32	28	41	35	30	8	46	62	60	43	20	13	35
Medical	Call Log / Call Type	Discontinuance	3	1	0	1	1	0	0	1	2	1	3	2	1
Medical	Call Log / Call Type	Dropped Call/Disconnect	5	8	8	4	16	0	8	12	20	1	6	3	8
Medical	Call Log / Call Type	Escalation	0	0	1	0	1	0	0	0	0	0	0	0	0
Medical	Call Log / Call Type	General Question	35	40	57	43	46	10	61	70	85	51	23	10	44
Medical	Call Log / Call Type	Household Status	0	0	0	1	1	0	0	1	2	2	1	1	1
Medical	Call Log / Call Type	ICT/Other County	0	3	0	1	1	0	0	0	1	0	1	0	1
Medical	Call Log / Call Type	Income	1	0	2	4	7	1	4	5	5	3	5	4	3
Medical	Call Log / Call Type	Missing Documents	1	0	0	1	0	0	1	0	0	0	1	0	0
Medical	Call Log / Call Type	New Application	74	75	99	80	80	16	101	121	178	78	73	54	86
Medical	Call Log / Call Type	Non-C-IV County	0	0	0	0	0	0	0	0	1	0	3	0	0
Medical	Call Log / Call Type	Notice of Action (Added 03/2017)											1	0	1
Medical	Call Log / Call Type	Property	0	0	0	0	0	0	0	1	1	0	1	1	0
Medical	Call Log / Call Type	RE	0	0	1	1	0	0	3	0	1	0	1	2	1
Medical	Call Log / Call Type	Report	0	0	1	0	0	1	1	0	0	1	0	0	0
Medical	Call Log / Call Type	Restoration	0	1	0	0	2	0	1	0	0	0	1	0	0
Medical	Call Log / Call Type	Verifications	1	0	2	3	1	0	4	2	3	3	4	0	2
Medical	Call Log / Call Type	Total # of Call Logs	156	163	229	182	196	38	237	284	374	187	163	97	192

Monthly Trend Report																
Riverside Regional Call Center Skills																
Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD	Average
Medical	Call Log / Action Needed	Appointment	0	0	0	0	0	0	0	0	0	0	0	0	0	
Medical	Call Log / Action Needed	Determine Eligibility	2	1	1	1	4	0	6	7	8	5	3	1	3	
Medical	Call Log / Action Needed	Incomplete Data Collection	1	0	1	0	0	0	0	0	0	0	2	0	0	
Medical	Call Log / Action Needed	MEDS Discrepancy	2	1	0	0	0	0	0	0	1	0	0	1	0	
Medical	Call Log / Action Needed	Pending MAGI Determination	1	0	1	0	1	1	2	4	11	1	2	1	2	
Medical	Call Log / Action Needed	Pending Verifications	13	12	16	15	18	2	30	38	51	25	23	13	21	
Medical	Call Log / Action Needed	Reported Changes	6	3	7	6	3	0	1	10	7	6	1	1	4	
Medical	Call Log / Action Needed	Send Application	26	15	17	1	16	6	17	8	26	11	10	11	14	
Medical	Call Log / Action Needed	Total # of Action Needed	51	32	43	23	42	9	56	67	104	48	41	28	45	
Medical	Call Log / Action Needed	Percent of Actions Needed	33%	20%	19%	13%	21%	24%	24%	24%	28%	26%	25%	29%	24%	
Medical	Call Log / Action Needed	No Action Required	105	131	186	159	154	29	181	217	270	139	122	69	147	
Medical	Call Log / Action Needed	Percent of No Action Required	67%	80%	81%	87%	79%	76%	76%	76%	72%	74%	75%	71%	76%	
Data Source:																
MediCal Staffing: RRCC Dashboard Report																
MediCal Call Volume: RRCC Dashboard Report																
MediCal Call Log - Reasons for Calls: C-IV Business Intelligence - Call Log Report (Dist 87, Covered CA)																
MediCal Call Log - Action Needed: C-IV Business Intelligence - Call Log Report (Dist 87, Covered CA)																
*RRCC ETI's handled RRCC Calls																

Monthly Trend Report

Customer Call Center (MediCal & CalFresh Continuing) At A Glance

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical / CalFresh	District #87	Service Level <i>(Target SL is 70% - The percentage of all calls answered within 120 seconds (2 minutes).)</i>	41%	27%	28%	37%	30%	27%	21%	20%	13%	6%	15%	19%	24%
Medical	Staffing	Total MC Telephone Agents Available for Calls	24	25	26	24	24	22	22	25	25	25	25	25	24
CalFresh	Staffing	Total CF Telephone Agents Available for Calls	13	13	13	15	15	15	13	13	15	15	15	14	14
Medical / CalFresh		Calls Offered <i>(The number of calls where the caller selected to speak to a T-Agent)</i>	10,428	12,196	11,198	11,831	11,434	11,187	11,904	13,469	15,761	14,407	14,552	11,492	12,488
Medical / CalFresh		Calls Handled <i>(The number of calls that were answered by an Agent)</i>	8,674	9,087	8,167	9,605	8,867	8,506	8,710	8,421	9,373	8,123	9,833	8,647	8,834
Medical / CalFresh		Calls Abandoned <i>(The number of calls where caller selected to speak to an agent and caller disconnected prior to being connected to an agent)</i>	1,754	3,109	3,031	2,226	2,567	2,681	3,194	5,048	6,388	6,284	4,719	3,222	3,685
Medical / CalFresh		Abandon Rate <i>(The percentage of offered calls that were abandoned prior to speaking to an agent. Target is no more than 20%)</i>	17%	25%	27%	19%	22%	24%	27%	37%	41%	44%	32%	27%	29%
Medical / CalFresh		ASA (Average Speed of Answer)(h:mm:ss) <i>(How long it took to answer the call. Does not include time spent navigating the IVR. Target is less than 0:02:00)</i>	0:08:41	0:14:00	0:14:43	0:10:44	0:12:26	0:13:50	0:15:50	0:19:04	0:20:12	0:25:59	0:22:34	0:18:20	0:16:22
Medical / CalFresh		AHT (Average Handling Time)(h:mm:ss) <i>Handle time is the combination of conversation time, hold time and after call work. AHT is the average for all calls handled during the report period. Target is less than 00:12:00.</i>	0:26:00	0:25:31	0:25:15	0:25:55	0::25:02	0:26:24	0:26:28	0:26:52	0:25:36	0:27:14	0:26:08	0:26:06	0:26:08
Medical / CalFresh		Average Talk (h:mm:ss) <i>(The average amount of call handle time that is spent engaged with the caller)</i>	0:06:46	0:06:42	0:06:41	0:06:48	0:06:34	0:06:54	0:06:59	0:06:50	0:06:48	0:06:49	0:06:32	0:06:37	0:06:45
Medical / CalFresh		Average Wrap (h:mm:ss) <i>(The average amount of call handle time that is spent working on a call, after the call has been disconnected)</i>	0:17:20	0:16:59	0:16:52	0:17:19	0:16:52	0:17:45	0:17:37	0:17:53	0:17:03	0:18:37	0:18:01	0:17:51	0:17:31
Medical / CalFresh		Schedule Adherence (Target 85%) <i>(The percentage of time that the T-Agent's actual recorded activity matches scheduled "open" phone activity.)</i>	91.68%	86.56%	89.51%	90.68%	91.18%	90.61%	90.39%	87.69%	90.48%	84.82%	83.21%	85.36%	88.51%
Medical / CalFresh		Occupancy (Target 85%) <i>(The percentage of time "available to handle calls" compared to time actually spent working on calls)</i>	82.93%	80.39%	84.81%	83.93%	83.79%	83.78%	88.01%	87.42%	91.74%	88.96%	85.22%	86.07%	85.59%
Medical / CalFresh		Max Queue Calls <i>(Actual - over 50 calls in queue, that received recording to call back at a later time)</i>	1	33	34	16	8	18	17	72	73	122	48	4	37
Medical / CalFresh	Post Call Survey Results (PCS)	Surveys Completed <i>(Number of Surveys completed for the reporting month)</i>	3,169	3,413	2,897	3,861	3,128	3,275	2,756	2,986	2,570	2,782	3,374	3,090	3,108
Medical / CalFresh		% of Favorable Surveys	96%	97%	97%	97%	96%	97%	97%	96%	96%	95%	96%	97%	96%
Medical / CalFresh		% Issue Resolved	94%	94%	93%	93%	93%	92%	93%	92%	92%	91%	93%	93%	93%
Medical / CalFresh		% Recent Call Same Issue	39%	38%	39%	37%	38%	37%	37%	38%	37%	38%	38%	38%	38%

Monthly Trend Report

Customer Call Center (MediCal & CalFresh Continuing) At A Glance

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical / CalFresh	Courtesy Call Back (CCB) Results	Participating Customers (Customers who called Monday-Friday and had an estimated wait time of 15 minutes or more, that were offered and opted the Courtesy Call Back (CCB) option) <i>(Functionality turned off 01/01/2017 - 02/28/2017)</i>	1,051	1,449	1,261	1,211	1,307	1413	1,426	1,800			1,307	852	1,308
Medical / CalFresh		Successful Reconnect (Number of customers who opted for the CCB option and received a successful reconnect to the Interactive Voice Response (IVR) system)	51%	45%	44%	53%	52%	58%	56%	51%			87%	87%	58%
Medical / CalFresh		Caller Cancelled (Number of customers who opted for the CCB option and cancelled reconnection to the IVR system)	375	389	365	356	363	401	431	651			24	9	336
Medical / CalFresh		Connected (Number of customers who opted for the CCB option, call back was made and connected)	536	654	560	641	681	818	797	920			1,136	745	749
Medical / CalFresh		Disconnects (Number of customers who opted for the CCB option, call back was made and the call was disconnected)	0	0	0	0	0	0	0	0			0	0	0
Medical / CalFresh		No Response (Number of customers who opted for the CCB option, two call back attempts were made, call was not answered)	75	82	90	67	91	110	98	113			76	54	86
Medical / CalFresh		Other (Number of customers who opted for the CCB option, encountered system glitches, no clear definition given)	65	324	246	147	172	84	100	116			71	44	137
Medical / CalFresh	Countywide IVR Activity	Disconnect Rate (The percentage of calls that the phone system disconnects due to invalid or improper entry)	8%	12%	8%	7%	10%	10%	9%	8%	6%	7%	7%	7%	8%
Medical / CalFresh		Authentication Rate (The percentage of calls received in Customer Call Center that have authenticated by entering their case number and PIN)	46%	46%	45%	45%	44%	43%	43%	43%	46%	43%	41%	40%	44%
Medical / CalFresh		Percentage of Self Serve (The potential percentage of calls that have used C-IV self-service countywide)	31%	30%	33%	31%	32%	32%	30%	30%	30%	31%	31%	30%	31%

Monthly Trend Report

Customer Call Center (MediCal & CalFresh Continuing) At A Glance

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical / CalFresh	Number of Call Logs - Call Type	Add Person	752	686	655	815	729	651	627	672	793	749	840	664	719
Medical / CalFresh	Number of Call Logs - Call Type	Add Program	21	14	18	19	17	16	13	17	20	10	13	20	17
Medical / CalFresh	Number of Call Logs - Call Type	Address Change	322	339	357	463	436	328	328	245	318	307	415	395	354
Medical / CalFresh	Number of Call Logs - Call Type	Appointment/Activity	205	238	206	169	147	155	139	164	159	161	242	258	187
Medical / CalFresh	Number of Call Logs - Call Type	BIC/EBT	425	441	401	467	391	403	381	295	389	418	473	428	409
Medical / CalFresh	Number of Call Logs - Call Type	Benefits Question	2,188	2,258	1,907	2,360	2,125	2,162	2,251	2,064	2,615	2,481	2,963	2,683	2,338
Medical / CalFresh	Number of Call Logs - Call Type	Discontinuance	304	271	234	283	295	301	283	262	313	314	413	344	301
Medical / CalFresh	Number of Call Logs - Call Type	Dropped Call/Disconnect	215	377	254	257	233	240	297	285	388	388	327	355	301
Medical / CalFresh	Number of Call Logs - Call Type	Escalation	80	121	95	111	93	91	89	72	86	78	98	103	93
Medical / CalFresh	Number of Call Logs - Call Type	General Question	882	880	771	918	886	886	814	901	1,045	837	1,057	947	902
Medical / CalFresh	Number of Call Logs - Call Type	Household Status	102	100	66	123	95	89	95	63	106	167	223	237	122
Medical / CalFresh	Number of Call Logs - Call Type	ICT/Other County	82	80	78	83	76	50	59	45	45	66	105	82	71
Medical / CalFresh	Number of Call Logs - Call Type	Income	607	628	515	670	733	619	660	569	748	898	1,082	978	726
Medical / CalFresh	Number of Call Logs - Call Type	Missing Document (Added to C-IV 3/28/2016)	5	1	2	6	3	3	6	2	7	82	65	66	21
Medical / CalFresh	Number of Call Logs - Call Type	New Application	193	192	149	253	229	189	207	333	409	235	258	240	241
Medical / CalFresh	Number of Call Logs - Call Type	Non-C-IV County	343	403	294	386	301	248	159	143	134	53	59	41	214
Medical / CalFresh	Number of Call Logs - Call Type	Notice of Action (Added to C-IV 01/30/2017)									17	180	309	311	204
Medical / CalFresh	Number of Call Logs - Call Type	Other Agency/Resources (Added to C-IV 01/30/2017)									5	15	20	32	18
Medical / CalFresh	Number of Call Logs - Call Type	Phone Number Update (Added to C-IV 01/30/2017)									10	44	59	83	49
Medical / CalFresh	Number of Call Logs - Call Type	Property	31	8	10	20	22	8	8	6	11	37	26	30	18
Medical / CalFresh	Number of Call Logs - Call Type	RE	1,221	1,339	1,266	1,479	1,126	1,024	1,086	1,164	1,133	1,047	1,474	1,196	1,213
Medical / CalFresh	Number of Call Logs - Call Type	Report	914	959	902	1,050	1,031	1,122	1,179	1,158	1,091	1,156	1,346	1,074	1,082
Medical / CalFresh	Number of Call Logs - Call Type	Restoration	96	88	80	101	97	127	138	175	217	336	369	409	186
Medical / CalFresh	Number of Call Logs - Call Type	Verifications	215	158	166	208	195	204	253	239	305	527	849	824	345
Medical / CalFresh	Number of Call Logs - Call Type	Total # of Call Types	9,203	9,581	8,426	10,241	9,260	8,916	9,072	8,874	10,364	10,586	13,085	11,800	9,951
Medical / CalFresh	Number of Call Logs - Action Needed	Appointment (RRCC Use Only - Effective 02/2017)	30	11	23	12	2	8	0	0	0	0	0	0	7
Medical / CalFresh	Number of Call Logs - Action Needed	Determine Eligibility (RRCC Use Only - Effective 02/2017)	1,045	1,064	924	1,219	1,056	932	998	1,448	942	306	52	26	834
Medical / CalFresh	Number of Call Logs - Action Needed	Incomplete Data Collection (RRCC Use Only - Effective 02/2017)	5	5	3	10	9	11	5	6	14	1	0	0	6
Medical / CalFresh	Number of Call Logs - Action Needed	MEDS Discrepancy (RRCC use only Effet. 02/2017)	257	307	249	281	195	210	210	209	237	54	10	0	185
Medical / CalFresh	Number of Call Logs - Action Needed	Pending MAGI Determination (RRCC Use Only - Effective 02/2017)	60	51	24	34	48	47	45	48	83	37	3	0	40
Medical / CalFresh	Number of Call Logs - Action Needed	Pending Verifications (RRCC Use Only - Effective 02/2017)	53	41	32	54	48	57	22	93	88	33	16	10	46
Medical / CalFresh	Number of Call Logs - Action Needed	Reported Changes (RRCC use only Effet. 02/2017)	447	574	703	769	695	629	515	371	433	48	2	0	432
Medical / CalFresh	Number of Call Logs - Action Needed	Send Application (RRCC Use Only - Effective 02/2017)	8	13	13	8	0	4	11	15	29	3	0	0	9
Medical / CalFresh	Number of Call Logs - Action Needed	Total Actions Needed	1,905	2,066	1,971	2,387	2,053	1,898	1,806	2,190	1,826	482	83	36	1,559

Monthly Trend Report

Customer Call Center Medical (Continuing)

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical	Staffing	Eligibility Supervisor	3	3	3	3	3	3	3	3	3	6	6	6	4
Medical	Staffing	Assistant Eligibility Supervisor	3	3	3	3	3	3	3	3	3	5	5	5	4
Medical	Staffing	Eligibility Technician II (on Phones) <i>(All MC Staff under Dist. #87 Efft. 02/01/2017)</i>	15	15	16	14	15	14	13	16	17	30	30	30	19
Medical	Staffing	Eligibility Technician II (Transitional)	0	1	0	1	0	0	2	0	0	1	0	0	0
Medical	Staffing	Eligibility Technician II (Out of Office)	1	1	1	1	1	2	2	1	1	1	1	1	1
Medical	Staffing	Eligibility Technician I	6	5	4	3	3	3	1	1	1	0	0	0	2
Medical	Staffing	Total Call Center Telephone Agents Available <i>Allocated to Regional Manager</i>	30	30	31	29	30	27	26	30	30	29	29	29	29
Medical	Staffing	Total Call Center Telephone Agents Designated RRCC Skills	6	5	5	5	6	5	4	5	5	4	4	4	5
Medical	Staffing	Total Call Center Telephone Agents Designated CCC Skills	24	25	26	24	24	22	22	25	25	25	25	25	24
Medical	Call Volume	Service Level <i>(Target SL is 70% - Service level is the percentage of calls answered within 120 seconds)</i>	43%	38%	34%	39%	31%	24%	18%	15%	9%	4%	7%	9%	23%
Medical	Call Volume	Calls Offered <i>(The number of calls where the caller selected to speak to a T-Agent)</i>	5,540	5,734	5,140	5,861	5,442	5,773	6,648	7,743	9,549	8,450	8,829	7,438	6,846
Medical	Call Volume	Calls Handled <i>(The number of calls that were answered by an Agent)</i>	4,689	4,724	4,207	4,898	4,379	4,367	4,777	4,609	5,310	4,487	5,510	5,025	4,749
Medical	Call Volume	Call Handled Rate	85%	82%	82%	84%	80%	76%	72%	60%	56%	53%	62%	68%	72%
Medical	TaskPAL	EDBCs Ran	3,111	2,752	3,036	3,814	3,123	2,739	2,936	3,460	2,976	3,015	3,022	2,478	3,039
Medical	Call Volume	Calls Abandoned <i>(The number of calls where caller selected to speak to an agent and caller disconnected prior to being connected to an agent)</i>	851	1,010	933	963	1,063	1,406	1,871	3,134	4,239	3,963	3,319	2,413	2,097
Medical	Call Volume	Call Abandon Rate <i>(The percentage of offered calls that were abandoned prior to speaking to an agent. Target is no more than 20%)</i>	15%	18%	18%	16%	20%	24%	28%	40%	44%	47%	38%	32%	28%
Medical	Call Volume	Average Speed of Answer (ASA) (h:mm:ss) <i>(How long it took to answer the call. Does not include time spent navigating the IVR. Target is less than 00:02:00)</i>	0:08:13	0:08:59	0:10:25	0:09:45	0:11:13	0:15:32	0:18:18	0:21:42	0:25:01	0:31:33	0:29:17	0:24:35	0:17:53
Medical	Call Volume	Average Call Handle Time (AHT) (h:mm:ss) <i>(Handle time is the combination of conversation time, hold time and after call work. AHT is the average for all calls handled during the report period. Target is less than 00:12:00)</i>	0:29:28	0:28:30	0:28:08	0:28:42	0:28:17	0:29:25	0:28:45	0:30:55	0:27:36	0:29:18	0:28:09	0:28:30	0:28:49
Medical	Call Volume	Average Talk (h:mm:ss) <i>(The average amount of call handle time that is spent engaged with the caller)</i>	0:07:40	0:07:31	0:07:30	0:07:43	0:07:29	0:07:44	0:07:45	0:07:52	0:07:31	0:07:29	0:07:05	0:07:12	0:07:33
Medical	Call Volume	Average Wrap (h:mm:ss) <i>(The average amount of call handle time that is spent working on a call, after the call has been disconnected)</i>	0:19:26	0:18:49	0:18:38	0:18:56	0:18:57	0:19:38	0:18:52	0:20:29	0:18:18	0:20:10	0:19:30	0:19:33	0:19:16
Medical	Call Volume	Off Phone Casework Time (h:mm:ss)	39:42:00	43:19:00	16:15:00	14:13:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00				12:36:33
Medical	Call Log / Call Type	Add Person	671	614	577	685	622	566	536	574	709	655	737	570	626
Medical	Call Log / Call Type	Add Program	18	8	11	14	11	14	11	14	18	7	8	13	12
Medical	Call Log / Call Type	Address Change	208	213	215	317	271	193	195	154	210	214	224	229	220
Medical	Call Log / Call Type	Appointment/Activity	3	2	9	0	4	1	1	0	0	4	3	4	3
Medical	Call Log / Call Type	BIC/EBT	334	376	327	378	309	288	302	220	317	317	348	307	319
Medical	Call Log / Call Type	Benefits Question	1,671	1,723	1,515	1,822	1,500	1,574	1,794	1,667	2,033	1,749	2,105	1,913	1,756
Medical	Call Log / Call Type	Discontinuance	215	201	162	180	201	204	188	172	241	220	272	238	208
Medical	Call Log / Call Type	Dropped Call/Disconnect	125	206	128	137	99	125	171	162	240	211	213	222	170
Medical	Call Log / Call Type	Escalation	40	63	45	49	41	40	50	43	46	43	51	52	47
Medical	Call Log / Call Type	General Question	577	604	541	583	547	528	463	597	687	525	567	528	562
Medical	Call Log / Call Type	Household Status	69	64	32	68	42	51	46	45	60	122	152	172	77
Medical	Call Log / Call Type	ICT/Other County	66	61	64	62	61	36	40	37	38	48	78	71	55
Medical	Call Log / Call Type	Income	234	244	192	269	228	219	213	195	302	376	416	402	274
Medical	Call Log / Call Type	Missing Document <i>(Added to C-IV 3/28/2016)</i>	4	1	2	4	2	3	3	1	3	44	43	41	13
Medical	Call Log / Call Type	New Application	59	62	39	54	30	42	47	195	259	71	76	72	84
Medical	Call Log / Call Type	Non-C-IV County	123	157	126	146	125	108	83	92	89	47	58	35	99
Medical	Call Log / Call Type	Notice of Action <i>(Added to C-IV 01/30/2017)</i>									4	73	132	175	96
Medical	Call Log / Call Type	Other Agency/Resources <i>(Added to C-IV 01/30/2017)</i>									3	6	8	21	10
Medical	Call Log / Call Type	Phone Number Update <i>(Added to C-IV 01/30/2017)</i>									0	16	11	8	9
Medical	Call Log / Call Type	Property	29	7	8	20	17	7	7	4	8	33	17	26	15
Medical	Call Log / Call Type	RE	416	372	315	389	420	428	552	564	446	423	593	549	456
Medical	Call Log / Call Type	Report	16	27	22	20	19	16	16	9	6	12	6	12	15
Medical	Call Log / Call Type	Restoration	94	86	80	99	97	127	135	175	213	315	345	390	180
Medical	Call Log / Call Type	Verifications	182	145	126	165	158	159	212	211	226	251	394	437	222

Monthly Trend Report

Customer Call Center Medical (Continuing)

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical	Call Log / Call Type	Total # of Call Types	5,154	5,236	4,536	5,461	4,804	4,729	5,065	5,131	6,158	5,782	6,857	6,487	5,450
Medical	Call Log / Call Type	Difference from # of calls handled (Discontinued Reporting 12/2016)	-465	-512	-329	-563	-425	-362	-288	-522					-433
Medical	Call Log / Action Needed	Appointment (RRCC Use Only - Effective 02/2017)	1	0	0	0	0	0	0	0	0	0	0	0	0
Medical	Call Log / Action Needed	Determine Eligibility (RRCC Use Only - Effective 02/2017)	557	520	455	521	410	386	477	980	482	232	20	5	420
Medical	Call Log / Action Needed	Incomplete Data Collection (RRCC Use Only - Effective 02/2017)	0	1	0	2	2	0	0	2	1	1	0	0	1
Medical	Call Log / Action Needed	MEDS Discrepancy (RRCC Use Only - Effective 02/2017)	248	305	246	279	191	202	204	200	231	54	10	0	181
Medical	Call Log / Action Needed	Pending MAGI Determination (RRCC Use Only - Effective 02/2017)	60	51	23	33	46	45	43	48	83	37	3	0	39
Medical	Call Log / Action Needed	Pending Verifications (RRCC Use Only - Effective 02/2017)	41	37	22	50	37	44	22	91	88	33	16	10	41
Medical	Call Log / Action Needed	Reported Changes (RRCC Use Only - Effective 02/2017)	251	236	221	236	250	250	190	174	204	47	2	0	172
Medical	Call Log / Action Needed	Send Application (RRCC Use Only - Effective 02/2017)	5	11	1	5	0	2	10	15	28	3	0	0	7
Medical	Call Log / Action Needed	Total Actions Needed	1,116	1,112	945	1,069	897	883	914	1,402	1,000	370	35	5	812
Medical	Call Log / Action Needed	Percent of Actions Needed	22%	21%	21%	20%	19%	19%	18%	27%	16%	6%	1%	0%	16%
Medical	Call Log / Action Needed	No Action Required	4,038	4,124	3,591	4,392	3,907	3,846	4,151	3,729	5,158	5,412	6,822	6,482	4,638
Medical	Call Log / Action Needed	Percent of No Action Required	78%	79%	79%	80%	81%	81%	82%	73%	84%	94%	99%	100%	84%
Medical	District # 83 & 40 Caseload	Moreno Valley Self Sufficiency	35,383	35,772	36,278	36,276	36,816	37,353	37,204	37,101	37,211	37,069	37,033	37,078	36,715
		% of Moreno Valley Self Sufficiency of County Total	10.4%	10.5%	10.6%	10.5%	10.6%	10.7%	10.7%	10.7%	10.7%	10.6%	10.6%	10.7%	10.6%
Medical	District # 84 & 80 Caseload	Jurupa Self Sufficiency	33,212	33,836	33,961	34,227	34,472	34,919	34,728	34,541	34,586	34,679	34,909	33,690	34,313
		% of Jurupa Self Sufficiency of County Total	9.8%	9.9%	9.9%	9.9%	9.9%	10.0%	10.0%	9.9%	9.9%	10.0%	10.0%	9.7%	9.9%
Medical	District # 89 & 29 Caseload	La Sierra Self Sufficiency	35,359	35,808	36,181	36,542	37,026	37,729	37,602	37,620	37,647	37,698	37,692	38,314	37,102
		% of La Sierra Self Sufficiency of County Total	10.4%	10.5%	10.5%	10.6%	10.7%	10.8%	10.8%	10.8%	10.8%	10.8%	10.8%	11.1%	10.7%
Medical	District # 71 Caseload	Hole Ave MediCal & CalFresh	2,592	1,963	2,314	2,363	1,362	56							1,775
	(Office Closed Effective 10/2016)	% of Hole Ave MediCal & CalFresh of County Total	0.8%	0.6%	0.7%	0.7%	0.4%	0.0%							0.5%
Medical	Metro Region Combined Caseload	Continuing Metro Caseload Count	106,546	107,379	108,734	109,408	109,676	110,057	109,534	109,262	109,444	109,446	109,634	109,082	109,017
		% Continuing Metro Caseload Count of County Total	31.5%	31.5%	31.6%	31.6%	31.6%	31.6%	31.5%	31.4%	31.4%	31.4%	31.5%	31.5%	31.5%
Medical	Riverside County Countywide Caseload	County Total Active Cases	338,668	340,804	343,574	345,713	347,027	348,156	347,819	347,687	349,035	348,458	348,289	346,539	345,981
Medical	TaskPAL / Task Cleared	12 Second Pend	1	1	0	1	0	4	3	2	4	2	2	3	2
Medical	TaskPAL / Task Cleared	12 RE	98	85	84	132	113	79	77	264	108	74	74	65	104
Medical	TaskPAL / Task Cleared	12 First Pend	5	2	4	1	7	32	23	71	32	29	16	7	19
Medical	TaskPAL / Task Cleared	11 MAGI Eligibility	9	2	6	5	13	11	33	25	11	9	4	6	11
Medical	TaskPAL / Task Cleared	11 Quarterly Report	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	10 Residency	0	0	1	1	2	0	0	1	2	0	2	1	1
Medical	TaskPAL / Task Cleared	10 LTC	0	0	0	0	0	0	0	0	0	0	0	1	0
Medical	TaskPAL / Task Cleared	10 Living Arrgmt/HH Chg	0	2	0	0	1	0	0	0	0	1	0	2	1
Medical	TaskPAL / Task Cleared	10 Form / NOA Failure	0	0	0	0	1	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	10 Initiate ICT/IDT	184	184	138	173	140	94	120	145	141	103	111	75	134
Medical	TaskPAL / Task Cleared	10 EDC Past Due Date	60	54	28	63	64	51	61	57	83	62	80	55	60
Medical	TaskPAL / Task Cleared	10 EDC Past Due	13	13	9	25	23	17	24	31	32	33	32	24	23
Medical	TaskPAL / Task Cleared	10 Death/Deceased	0	0	5	2	0	1	0	0	0	0	2	2	1
Medical	TaskPAL / Task Cleared	10 Application	100	82	96	74	61	64	45	71	109	105	136	69	84
Medical	TaskPAL / Task Cleared	10 Address Change	72	70	75	121	137	84	69	65	59	70	82	75	82
Medical	TaskPAL / Task Cleared	10 Add/Remove Person	361	323	252	422	388	378	299	365	427	362	434	358	364
Medical	TaskPAL / Task Cleared	10 Add Baby	54	38	37	70	51	52	30	42	59	48	57	46	49
Medical	TaskPAL / Task Cleared	09 Report	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	09 Vital Stats	38	27	25	26	27	28	21	24	25	21	43	21	27
Medical	TaskPAL / Task Cleared	09 Verification Received	4	4	6	7	7	4	2	6	5	3	4	2	5
Medical	TaskPAL / Task Cleared	09 Verif Due	29	22	41	17	19	11	10	15	14	14	31	31	21
Medical	TaskPAL / Task Cleared	09 Ready to Process	74	100	75	110	91	101	108	120	112	126	140	179	111
Medical	TaskPAL / Task Cleared	09 Property Change	9	8	3	9	3	3	7	8	5	7	6	14	7
Medical	TaskPAL / Task Cleared	09 MC 355 Due	8	7	9	25	15	10	16	14	7	12	13	14	13
Medical	TaskPAL / Task Cleared	09 Indian Commodities	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	09 Income Change	120	135	97	112	115	111	117	147	144	168	136	94	125
Medical	TaskPAL / Task Cleared	09 Images Awaiting Review	209	205	202	258	225	194	267	356	322	357	368	330	274

Monthly Trend Report

Customer Call Center Medical (Continuing)

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical	TaskPAL / Task Cleared	09 Employment	1	0	0	1	2	1	3	0	1	0	0	1	1
Medical	TaskPAL / Task Cleared	09 Disability/Incapacity	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	09 DDSD	0	0	0	0	0	0	0	0	0	1	0	0	0
Medical	TaskPAL / Task Cleared	09 Child Support	0	0	0	0	0	0	0	0	0	1	1	0	0
Medical	TaskPAL / Task Cleared	09 Change Reported	99	91	72	110	126	120	113	114	149	143	153	121	118
Medical	TaskPAL / Task Cleared	08 Emergency Assistance	10	6	13	4	3	5	6	14	17	3	7	5	8
Medical	TaskPAL / Task Cleared	07 State Hearings	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	07 Shelter/Utilities	0	0	0	0	1	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	07 Review	376	182	95	188	177	191	147	177	171	139	161	98	175
Medical	TaskPAL / Task Cleared	07 Paternity	1	2	0	1	2	0	0	1	1	1	1	0	1
Medical	TaskPAL / Task Cleared	07 OHC Change	11	13	11	16	19	8	11	21	16	54	12	20	18
Medical	TaskPAL / Task Cleared	07 Mid-Quarter Change	2	2	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	07 Medicare	2	1	4	1	0	0	0	3	5	3	4	5	2
Medical	TaskPAL / Task Cleared	07 Emergency	15	10	6	1	1	7	3	5	1	3	1	2	5
Medical	TaskPAL / Task Cleared	07 Contact Client	1	1	0	1	0	1	1	1	1	0	1	0	1
Medical	TaskPAL / Task Cleared	07 Child Support Non Co-op	0	0	0	0	0	0	1	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	07 Child Support Co-op	11	7	6	10	17	10	10	10	9	7	19	12	11
Medical	TaskPAL / Task Cleared	07 Batch Eligibility	43	138	30	61	36	37	29	50	57	30	54	56	52
Medical	TaskPAL / Task Cleared	07 Age Change	17	21	17	15	10	11	11	15	17	23	21	13	16
Medical	TaskPAL / Task Cleared	07 Absent Parent	0	1	0	2	2	0	0	1	1	3	0	0	1
Medical	TaskPAL / Task Cleared	06 Report	307	243	232	296	226	233	232	245	267	281	310	205	256
Medical	TaskPAL / Task Cleared	04 Other	137	131	97	152	120	114	73	99	76	119	94	68	107
Medical	TaskPAL / Task Cleared	04 Craig v. Bonta	0	0	1	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	03 Vetern Status	0	0	0	0	0	0	0	1	1	0	0	0	0
Medical	TaskPAL / Task Cleared	01 Appt Needed	0	0	0	0	0	1	0	0	0	0	1	0	0
Medical	TaskPAL / Task Cleared	00 Time Limits (Added to Report 11/2016)							3	1	0	0	0	0	1
Medical	TaskPAL / Task Cleared	00 School Enrollment	0	0	0	0	0	0	1	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	00 Quarterly Report	3	4	1	1	1	0	2	0	1	0	0	0	1
Medical	TaskPAL / Task Cleared	00 MSR	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	00 MAGI Eligibility	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	00 Aid Paid Pending	0	0	0	0	0	1	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	00 Permanency Plan Order (Added to Report 02/2017)										1	0	0	0
Medical	TaskPAL / Task Cleared	00 Job Search	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	00 Graduation	0	0	1	0	2	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	00 Adoption / Guardian Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	TaskPAL / Task Cleared	Total Tasks Processed	2,484	2,217	1,779	2,514	2,248	2,069	1,978	2,587	2,492	2,418	2,613	2,080	2,290
Medical	RADS / Task Created	Add Baby	2	2	1	2	0	1	1	3	6	8	8	15	4
Medical	RADS / Task Created	Add/Remove Person	38	27	32	24	36	39	33	66	75	130	165	125	66
Medical	RADS / Task Created	Address Change	9	14	9	13	10	15	6	8	3	28	20	20	13
Medical	RADS / Task Created	Age Change	2	1	1	1	1	2	3	2	2	7	4	5	3
Medical	RADS / Task Created	Application	30	24	16	17	19	31	10	21	28	29	42	16	24
Medical	RADS / Task Created	Change Reported	12	22	21	14	16	16	9	22	29	45	57	45	26
Medical	RADS / Task Created	Child Support Co-op	0	0	0	0	1	0	0	0	0	3	1	2	1
Medical	RADS / Task Created	Contact Client	0	0	0	0	0	1	0	0	0	1	0	0	0
Medical	RADS / Task Created	Disability/Incapacity (Added 02/2017)										1	0	0	0
Medical	RADS / Task Created	Death / Deceased	0	0	0	0	0	1	0	0	0	0	2	0	0
Medical	RADS / Task Created	EDC Past Due	0	0	0	0	1	0	0	0	0	0	0	0	0
Medical	RADS / Task Created	Emergency (Added 04/2017)												1	1
Medical	RADS / Task Created	Emergency Assistance	2	2	1	2	2	2	4	2	1	3	5	4	3
Medical	RADS / Task Created	First Pend	0	0	0	0	1	1	1	24	4	1	2	0	3
Mecial	RADS / Task Created	Images Awaiting Review (Added 02/2017)										2	0	0	1
Medical	RADS / Task Created	Income Change	14	12	15	12	13	8	6	7	20	49	50	32	20
Medical	RADS / Task Created	Initiate ICT/IDT	72	79	66	87	87	68	56	52	78	81	112	105	79

Monthly Trend Report

Customer Call Center Medical (Continuing)

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
Medical	RADS / Task Created	Living Arrgmt/HH Chg	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	RADS / Task Created	MC 355 Due	0	0	0	0	0	0	0	0	0	4	0	0	0
Medical	RADS / Task Created	MediCare	0	0	0	0	0	0	0	1	1	5	5	1	1
Medical	RADS / Task Created	Mid-Quarter Change	0	1	0	0	0	0	0	0	0	0	0	0	0
Medical	RADS / Task Created	MSR	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	RADS / Task Created	OHC Change	0	0	1	0	0	0	1	3	0	31	17	9	5
Medical	RADS / Task Created	OP/OI	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	RADS / Task Created	Other	18	25	11	21	10	14	4	3	0	53	67	54	23
Medical	RADS / Task Created	Permanency Plan Order <small>(Added 02/2017)</small>										1	0	0	0
Medical	RADS / Task Created	Property Change	1	0	0	0	0	0	0	0	1	0	0	0	0
Medical	RADS / Task Created	Quarterly Report	0	0	0	0	0	0	0	0	0	0	1	0	0
Medical	RADS / Task Created	RE	0	1	1	1	0	0	1	25	1	3	9	5	4
Medical	RADS / Task Created	Ready to Process	10	13	8	12	13	23	25	29	15	20	36	41	20
Medical	RADS / Task Created	Residency <small>(Added 03/2017)</small>											1	0	1
Medical	RADS / Task Created	Review	15	11	8	25	10	13	11	34	21	78	94	55	31
Medical	RADS / Task Created	Second Pend	0	0	0	0	0	0	0	2	0	0	0	0	0
Medical	RADS / Task Created	Verif Due	0	0	1	0	0	0	0	0	0	1	2	3	1
Medical	RADS / Task Created	Vital Stats	1	3	0	0	0	3	2	4	2	2	8	5	3
Medical	RADS / Task Created	Total Tasks Created	226	237	192	231	220	238	173	308	287	586	708	543	329
Medical	Post Call Survey Results (PCS)	Surveys Completed	1,038	1,143	890	2,178	1,619	1,792	1,544	1,675	1,512	1,648	1,932	1,845	1,568
Medical	Post Call Survey Results (PCS)	% of Favorable Surveys	97%	98%	98%	98%	97%	98%	97%	97%	97%	96%	96%	96%	97%
Medical	Post Call Survey Results (PCS)	% Issue Resolved	94%	95%	93%	94%	93%	92%	92%	93%	91%	91%	92%	92%	93%
Medical	Post Call Survey Results (PCS)	% Recent Call Same Issue	40%	39%	42%	40%	40%	40%	38%	38%	39%	38%	41%	42%	40%

Data Source:
MediCal Staffing: CCC Dashboard Report
MediCal Call Volume: CCC Dashboard Report
MediCal Call Log - Call Type: C-IV Business Intelligence - Call Log Report, (Dist 87 & Call Center)
MediCal Call Log - Action Needed: C-IV Business Intelligence - Call Log Report, (Dist 87 & Call Center)
Metro Caseload Count: CCL Dart Report
EDBC Ran: TaskPAL (Dist. #87 All)
Task Cleared: TaskPAL (Dist. #87 All)
Task Created: RADS
PCS: C-IV Post Call Survey (Dist. #87, Call Center, All MC Units)

Customer Call Center CalFresh (Continuing)															
Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
CalFresh	Staffing	Eligibility Supervisor	3	3	3	3	3	3	3	3	3	2	3	3	3
CalFresh	Staffing	Assistant Eligibility Supervisor	3	3	3	3	3	3	3	2	2	2	3	3	3
CalFresh	Staffing	Eligibility Technician II (on Phones) <i>Allocated to Regional Manager</i>	15	15	15	16	16	16	15	15	16	16	16	16	16
CalFresh	Staffing	Eligibility Technician II (Transitional)	0	1	1	0	0	1	0	0	0	0	0	0	0
CalFresh	Staffing	Eligibility Technician II (Out of Office)	2	2	2	1	1	1	2	2	1	1	1	2	2
CalFresh	Staffing	Eligibility Technician II (Exchange - @ District Office)	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	Staffing	Eligibility Technician I	3	2	2	2	2	1	1	1	1	0	0	0	1
CalFresh	Staffing	Total # of Dist. #87 Agents available to handled CF Calls	13	13	13	15	15	15	13	13	15	15	15	14	14
CalFresh	Call Volume	Service Level (Target SL is 70% - Service level is the percentage of calls answered within 120 seconds)	38%	16%	21%	34%	28%	31%	24%	26%	19%	10%	27%	36%	26%
CalFresh	Call Volume	Calls Offered (The number of calls where the caller selected to speak to a T-Agent)	4,562	6,055	5,677	5,572	5,622	5,021	4,861	5,321	5,665	5,426	5,208	4,054	5,254
CalFresh	Call Volume	Calls Handled (The number of calls that were answered by an Agent)	3,705	4,026	3,668	4,376	4,195	3,848	3,631	3,540	3,711	3,319	3,971	3,347	3,778
CalFresh	Call Volume	Call Handle Rate	81%	66%	65%	79%	75%	77%	75%	67%	66%	61%	76%	83%	72%
CalFresh	TaskPAL	EDBCs Ran	1,050	1,105	1,045	1,228	1,197	1,061	1,035	1,038	1,149	1,296	1,341	909	1,121
CalFresh	Call Volume	Calls Abandoned (The number of calls where caller selected to speak to an agent and caller disconnected prior to being connected to an agent)	857	2,029	2,009	1,196	1,427	1,173	1,230	1,781	1,954	2,107	1,237	740	1,478
CalFresh	Call Volume	Call Abandon Rate (The percentage of offered calls that were abandoned prior to speaking to an agent. Target is no more than 20%)	19%	34%	35%	21%	25%	23%	25%	33%	34%	39%	24%	17%	27%
CalFresh	Call Volume	Average Speed of Answer (ASA) (h:mm:ss) (How long it took to answer the call. Does not include time spent navigating the IVR. Target is less than 00:02:00)	0:09:38	0:20:34	0:20:23	0:12:18	0:14:12	0:12:28	0:13:18	0:16:23	0:14:05	0:19:15	0:14:19	0:09:48	0:14:43
CalFresh	Call Volume	Average Call Handle Time (AHT) (h:mm:ss) (Handle time is the combination of conversation time, hold time and after call work. AHT is the average for all calls handled during the report period. Target is less than 00:12:00)	0:22:10	0:22:25	0:22:34	0:23:14	0:22:02	0:23:34	0:24:10	0:22:22	0:23:15	0:25:06	0:24:07	0:23:22	0:23:12
CalFresh	Call Volume	Average Talk (h:mm:ss) (The average amount of call handle time that is spent engaged with the caller)	0:05:47	0:05:51	0:05:52	0:05:53	0:05:45	0:06:05	0:06:10	0:06:39	0:05:58	0:06:06	0:05:57	0:05:56	0:06:00
CalFresh	Call Volume	Average Wrap (h:mm:ss) (The average amount of call handle time that is spent working on a call, after the call has been disconnected)	0:15:03	0:15:05	0:15:09	0:15:46	0:14:55	0:15:59	0:16:22	0:15:00	0:15:42	0:17:07	0:16:29	0:15:54	0:15:43
CalFresh	Call Volume	Off Phone Casework Time (h:mm:ss)	29:24:00	10:35:00	34:42:00	7:59:00	0:00:00	0:00:00	0:00:00	0:00:00	0:03:12				9:11:28
CalFresh	Call Log / Call Type	Add Person	81	72	78	130	107	85	91	98	84	94	103	94	93
CalFresh	Call Log / Call Type	Add Program	3	6	7	5	6	2	2	3	2	3	5	7	4
CalFresh	Call Log / Call Type	Address Change	114	126	142	146	165	135	133	91	108	93	191	166	134
CalFresh	Call Log / Call Type	Appointment / Activity	202	236	197	169	143	154	138	164	159	157	239	254	184
CalFresh	Call Log / Call Type	BIC/EBT	91	65	74	89	82	115	79	75	72	101	125	121	91
CalFresh	Call Log / Call Type	Benefits Question	517	535	392	538	625	588	457	397	582	732	858	770	583
CalFresh	Call Log / Call Type	Discontinuance	89	70	72	103	94	97	95	90	72	94	141	106	94
CalFresh	Call Log / Call Type	Dropped Call/Disconnect	90	171	126	120	134	115	126	123	148	177	114	133	131
CalFresh	Call Log / Call Type	Escalation	40	58	50	62	52	51	39	29	40	35	47	51	46
CalFresh	Call Log / Call Type	General Question	305	276	230	335	339	358	351	304	358	312	490	419	340
CalFresh	Call Log / Call Type	Household Status	33	36	34	55	53	38	49	18	46	45	71	65	45
CalFresh	Call Log / Call Type	ICT/Other County	16	19	14	21	15	14	19	8	7	18	27	11	16
CalFresh	Call Log / Call Type	Income	373	384	323	401	505	400	447	374	446	522	666	576	451
CalFresh	Call Log / Call Type	Missing Document (Added to C-IV 3/28/2016)	1	0	0	2	1	0	3	1	4	38	22	25	8
CalFresh	Call Log / Call Type	New Application	134	130	110	199	199	147	160	138	150	164	182	168	157
CalFresh	Call Log / Call Type	Non C-IV County (AKA ET1)	220	246	168	240	176	140	76	51	45	6	1	6	115
CalFresh	Call Log / Call Type	Notice of Action (Added to C-IV 01/30/2017)									13	107	177	136	108
CalFresh	Call Log / Call Type	Other Agency/Resources (Added to C-IV 01/30/2017)									2	9	12	11	9
CalFresh	Call Log / Call Type	Phone Number Update (Added to C-IV 01/30/2017)									10	28	48	75	40
CalFresh	Call Log / Call Type	Property	2	1	2	0	5	1	1	2	3	4	9	4	3
CalFresh	Call Log / Call Type	RE	805	967	951	1090	706	596	534	600	687	624	881	647	757
CalFresh	Call Log / Call Type	Report	898	932	880	1030	1012	1106	1163	1149	1085	1144	1340	1062	1067
CalFresh	Call Log / Call Type	Restoration	2	2	0	2	0	0	3	0	4	21	24	19	6
CalFresh	Call Log / Call Type	Verifications	33	13	40	43	37	45	41	28	79	276	455	387	123
CalFresh	Call Log / Call Type	Total # of Call Types	4,050	4,345	3,891	4,780	4,456	4,187	4,007	3,743	4,206	4,804	6,228	5,313	4,501
CalFresh	Call Log / Call Type	Difference from # of calls handled (Calls handled - Total # of Call Types)	-345	-319	-223	-404	-261	-339	-376	-203	-495	-1485	-2257	-1966	-723

Customer Call Center CalFresh (Continuing)

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
CalFresh	Call Log / Action Needed	Appointment (RRCC Use Only - Effective 02/2017)	29	11	23	12	2	8	0	0	0	0	0	0	7
CalFresh	Call Log / Action Needed	Determine Eligibility (RRCC Use Only - Effective 02/2017)	488	544	469	698	646	546	521	468	460	74	32	21	414
CalFresh	Call Log / Action Needed	Incomplete Data Collection (RRCC Use Only - Effective 02/2017)	5	4	3	8	7	11	5	4	13	0	0	0	5
CalFresh	Call Log / Action Needed	MEDS Discrepancy (RRCC Use Only - Effective 02/2017)	9	2	3	2	4	8	6	9	6	0	0	0	4
CalFresh	Call Log / Action Needed	Pending MAGI Determination (RRCC Use Only - Effective 02/2017)	0	0	1	1	2	2	2	0	0	0	0	0	1
CalFresh	Call Log / Action Needed	Pending Verifications (RRCC Use Only - Effective 02/2017)	12	4	10	4	11	13	0	2	0	0	0	0	5
CalFresh	Call Log / Action Needed	Reported Changes (RRCC Use Only - Effective 02/2017)	196	338	482	533	445	379	325	197	229	1	0	0	260
CalFresh	Call Log / Action Needed	Send Application (RRCC Use Only - Effective 02/2017)	3	2	12	3	0	2	1	0	1	0	0	0	2
CalFresh	Call Log / Action Needed	Total Actions Needed	698	888	957	1,241	1,102	944	857	678	708	75	32	21	683
CalFresh	Call Log / Action Needed	Percent of Actions Needed	17%	20%	25%	26%	25%	23%	21%	18%	17%	2%	1%	0%	16%
CalFresh	Call Log / Action Needed	No Action Required	3,352	3,457	2,934	3,539	3,354	3,243	3,150	3,065	3,498	4,729	6,196	5,292	3,818
CalFresh	Call Log / Action Needed	Percent of No Action Required	83%	80%	75%	74%	75%	77%	79%	82%	83%	98%	99%	100%	84%
CalFresh	District # 89 & 29 Caseload	La Sierra Self Sufficiency	10,743	10,655	10,723	10,944	10,992	10,883	10,798	10,659	10,819	10,779	10,664	10,621	10,773
		% of La Sierra Self Sufficiency of County Total	9.5%	9.4%	9.5%	9.6%	9.6%	9.6%	9.6%	9.6%	9.8%	9.9%	9.9%	9.9%	9.7%
CalFresh	District # 83 & 40 Caseload	Moreno Valley Self Sufficiency	11,152	11,228	15,729	11,180	11,171	11,110	11,063	10,955	10,952	10,781	10,667	10,580	11,381
		% of Moreno Valley Self Sufficiency of County Total	9.9%	9.9%	13.9%	9.8%	9.8%	9.8%	9.8%	9.9%	9.9%	9.9%	9.9%	9.9%	10.2%
CalFresh	District # 84 & 80 Caseload	Jurupa Self Sufficiency	11,535	11,569	11,423	11,422	11,204	11,046	10,870	10,578	10,285	9,907	9,879	9,697	10,785
		% of Jurupa Self Sufficiency of County Total	10.2%	10.2%	10.1%	10.0%	9.8%	9.7%	9.7%	9.5%	9.3%	9.1%	9.1%	9.0%	9.7%
CalFresh	District # 71 Caseload	Hole Ave MediCal & CalFresh	147	125	120	24	0	0							69
	(Office Closed Effective 10/2016)	% of Hole Ave MediCal & CalFresh of County Total	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%							0.1%
CalFresh	Metro Region Combined Caseload	Continuing Metro Caseload Count	33,577	33,577	37,995	33,570	33,367	33,039	32,731	32,192	32,056	31,467	31,210	30,898	32,973
		% Continuing Metro Caseload Count of County Total	29.8%	29.7%	33.6%	29.3%	29.2%	29.1%	29.1%	29.0%	29.0%	28.9%	28.9%	28.8%	29.5%
CalFresh	Riverside County - Countywide Caseload	County Total Active Cases	112,703	113,173	113,226	114,505	114,110	113,350	112,478	110,925	110,477	108,829	108,046	107,212	111,586
CalFresh	TaskPAL / Task Cleared	13 Second Pend	0	1	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	13 First Pend	0	5	8	4	2	3	0	0	0	1	1	1	2
CalFresh	TaskPAL / Task Cleared	12 RE	4	9	13	5	1	5	2	0	3	4	6	2	5
CalFresh	TaskPAL / Task Cleared	12 Quarterly Report	185	253	245	244	224	222	177	187	218	250	229	129	214
CalFresh	TaskPAL / Task Cleared	10 Shelter / Utilities	4	7	2	1	1	1	5	1	5	3	3	4	3
CalFresh	TaskPAL / Task Cleared	10 Sanction/Penalty					0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	10 Residency	1	0	0	0	0	0	0	1	2	0	0	4	1
CalFresh	TaskPAL / Task Cleared	10 Mid-Quarter Change	72	102	89	84	98	83	86	92	87	98	116	99	92
CalFresh	TaskPAL / Task Cleared	10 Living Arrgmt/HH Chg	0	1	0	0	0	0	0	0	0	0	0	1	0
CalFresh	TaskPAL / Task Cleared	10 Initiate ICT/IDT	19	15	14	24	19	15	12	20	32	13	24	23	19
CalFresh	TaskPAL / Task Cleared	10 EDC Past Due Date	8	6	6	12	2	2	7	6	5	4	2	1	5
CalFresh	TaskPAL / Task Cleared	10 EDC Past Due	0	0	1	0	0	0	1	1	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	10 Death/Deceased	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	10 Change Reported	4	9	10	10	9	7	5	1	4	3	4	4	6
CalFresh	TaskPAL / Task Cleared	10 Application	7	6	3	2	0	0	1	2	0	2	2	3	2
CalFresh	TaskPAL / Task Cleared	10 Address Change	13	12	10	8	11	9	3	4	8	6	6	14	9
CalFresh	TaskPAL / Task Cleared	10 Add/Remove Person	19	23	8	32	30	33	15	29	25	17	25	16	23
CalFresh	TaskPAL / Task Cleared	10 Add Baby	5	12	10	8	6	4	1	4	4	10	8	6	7
CalFresh	TaskPAL / Task Cleared	09 Verification Received	2	5	5	6	5	0	1	1	0	0	2	1	2
CalFresh	TaskPAL / Task Cleared	09 Verif Due	9	11	8	5	5	1	11	3	7	1	7	4	6
CalFresh	TaskPAL / Task Cleared	09 Report	373	354	273	311	317	335	301	252	313	334	344	220	311
CalFresh	TaskPAL / Task Cleared	09 Ready to Process	8	1	2	8	4	3	2	1	1	0	1	5	3
CalFresh	TaskPAL / Task Cleared	09 Images Awaiting Review	166	171	159	138	110	90	103	120	105	151	129	102	129
CalFresh	TaskPAL / Task Cleared	08 Income Change	87	67	64	65	68	63	38	59	64	68	66	48	63
CalFresh	TaskPAL / Task Cleared	08 Employment	3	1	2	4	4	3	1	4	0	3	6	5	3
CalFresh	TaskPAL / Task Cleared	07 Review	33	28	24	43	28	27	24	27	29	11	21	17	26
CalFresh	TaskPAL / Task Cleared	07 Medicare	0	0	0	0	0	0	0	0	0	0	0	1	0
CalFresh	TaskPAL / Task Cleared	07 Emergency Assistance	3	3	0	0	1	3	0	0	0	0	0	0	1
CalFresh	TaskPAL / Task Cleared	07 Emergency	2	0	1	0	0	1	0	0	0	0	1	1	1
CalFresh	TaskPAL / Task Cleared	07 Contact Client	16	14	8	17	11	14	2	7	6	5	4	2	9
CalFresh	TaskPAL / Task Cleared	07 Batch Eligibility	1	2	8	3	5	3	0	0	1	2	3	2	3
CalFresh	TaskPAL / Task Cleared	07 Age Change	1	1	1	2	0	0	1	0	3	2	0	0	1

Customer Call Center CalFresh (Continuing)

Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
CalFresh	TaskPAL / Task Cleared	06 OP/OI	34	21	16	32	17	21	12	10	12	12	14	17	18
CalFresh	TaskPAL / Task Cleared	06 Disability/Incapacity	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	05 Vital Stats	3	1	4	2	3	1	1	1	2	3	4	0	2
CalFresh	TaskPAL / Task Cleared	04 Property Change	0	1	1	0	0	0	1	1	0	0	0	1	0
CalFresh	TaskPAL / Task Cleared	04 Other	18	15	12	34	25	12	12	4	7	2	6	6	13
CalFresh	Task PAL /Task Cleared	03 Translation	0	0	0	1	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	02 School Enrollment	1	1	1	1	0	1	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	02 Graduation	1	0	1	0	0	0	1	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	02 Fraud	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	01 Appt Needed	3	5	8	0	0	0	0	0	0	0	0	1	1
CalFresh	TaskPAL / Task Cleared	01 Aid Paid Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	00 Provider Change	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	00 Child Support Co-op	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	00 Time Limits	2	0	0	0	0	2	1	0	0	0	1	0	1
CalFresh	TaskPAL /Task Cleared	00 Craig v. Bonta	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL /Task Cleared	00 Attendance	0	0	1	0	0	0	0	0	0	0	0	0	0
CalFresh	TaskPAL / Task Cleared	Total Tasks Processed	1,107	1,163	1,018	1,106	1,006	964	827	838	943	1,005	1,035	740	979
CalFresh	RADS / Task Created	Add Baby	4	7	3	4	2	1	1	1	3	3	3	3	3
CalFresh	RADS / Task Created	Add/Remove Person	10	9	17	14	5	18	8	14	11	6	8	5	10
CalFresh	RADS / Task Created	Address Change	8	6	3	2	4	3	1	3	2	4	4	4	4
CalFresh	RADS / Task Created	Age Change	0	0	0	0	0	0	0	0	1	0	0	0	0
CalFresh	RADS / Task Created	Aid Paid Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	Application	4	2	1	0	0	0	0	0	0	0	0	0	1
CalFresh	RADS / Task Created	Appt. Needed	3	5	8	0	0	0	0	0	0	0	0	0	1
CalFresh	RADS / Task Created	Attendance	0	0	1	0	0	0	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	Change Reported	0	1	2	2	0	0	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	Contact Client	21	24	13	8	9	16	5	12	8	11	5	6	12
CalFresh	RADS / Task Created	Employment	2	0	2		0	1	1	0	1	0	0	1	1
CalFresh	RADS / Task Created	Emergency Assistance	3	2	0	0	0	1	0	0	0	0	0	0	1
CalFresh	RADS / Task Created	First Pend	0	3	6	0	0	2	0	0	0	0	0	0	1
CalFresh	RADS / Task Created	Fraud	0	1	0	0	0	0	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	Images Awaiting Review (added 03/2017)											1	1	1
CalFresh	RADS / Task Created	Income Change	23	20	15	18	22	20	13	23	29	24	21	16	20
CalFresh	RADS / Task Created	Initiate ICT/IDT	16	17	23	24	22	29	19	19	23	13	24	21	21
CalFresh	RADS / Task Created	Living Arrgmt / HH Chg	0	1	0	0	0	0	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	MediCare (Added 04/2017)												1	1
CalFresh	RADS / Task Created	Mid-Quarter Change	41	66	54	50	64	59	71	65	65	77	82	57	63
CalFresh	RADS / Task Created	OP/OI	2	2	4	4	0	2	2	1	5	2	5	2	3
CalFresh	RADS / Task Created	Other	2	1	1	2	2	1	0	3	3	1	0	0	1
CalFresh	RADS / Task Created	Provider Change	0	0	0	0	0	0	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	Quarterly Report	104	161	152	143	128	131	125	144	150	159	159	72	136
CalFresh	RADS / Task Created	RE	0	1	7	1	0	1	1	1	0	9	0	0	2
CalFresh	RADS / Task Created	Ready to Process	4	0	1	1	2	0	2	1	0	0	0	0	1
CalFresh	RADS / Task Created	Residency	0	0	0	0	1	0	0	1	0	0	0	0	0
CalFresh	RADS / Task Created	Review	23	17	12	14	12	7	11	16	10	0	4	11	11
CalFresh	RADS / Task Created	School Enrollment	0	0	0	0	0	1	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	Shelter / Utilities	1	4	1	1	0	0	4	1	5	3	2	3	2
CalFresh	RADS / Task Created	Time Limits	0	0	0	0	0	1	0	0	0	0	1	0	0
CalFresh	RADS / Task Created	Verifications Due	0	2	1	0	0	0	3	1	1	0	0	0	1
CalFresh	RADS / Task Created	Verifications Received	0	1	0	1	0	0	0	0	0	0	0	0	0
CalFresh	RADS / Task Created	Vital Stats	1	0	0	1	0	0	0	0	0	0	1	0	0
CalFresh	RADS / Task Created	Total Tasks Created	272	353	327	290	273	294	267	306	317	312	320	203	295

Customer Call Center CalFresh (Continuing)															
Program	Category	Sub-Category	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	YTD Average
CalFresh	Post Call Survey Results (PCS)	Surveys Completed	1,359	1,490	1,273	1,685	1,509	1,483	1,173	1,311	1058	1134	1442	1245	1,347
CalFresh	Post Call Survey Results (PCS)	% of Favorable Surveys	96%	96%	97%	96%	96%	96%	97%	95%	96	93	95	97	3244%
CalFresh	Post Call Survey Results (PCS)	% Issue Resolved	94%	94%	93%	93%	93%	93%	94%	91%	93%	90%	93%	94%	93%
CalFresh	Post Call Survey Results (PCS)	% Recent Call Same Issue	36%	35%	37%	34%	38%	35%	35%	38%	33%	38%	35%	33%	36%
Data Source:															
CalFresh Staffing: CCC Dashboard Report															
CalFresh Call Volume: CCC Dashboard Report															
CalFresh Call Log - Call Type: C-IV Business Intelligence - Call Log Report, (Dist 87, Call Center, CF units)															
CalFresh Call Log - Action Needed: C-IV Business Intelligence - Call Log Report, (Dist 87, Call Center, CF units)															
Metro Caseload Count: CCL Dart Report															
EDBC Ran: TaskPAL															
Task Cleared: TaskPAL															
Task Created: RADS															
PCS: C-IV Post Call Survey															
IVR: eGAIN															
Task Created: RADS															